

SELF-SERVICE TERMINAL**Abstract**

A self-service terminal, such as an ATM (10), comprises a speech generator (31) and
5 loudspeaker (30) for producing natural language operating instructions for a user, and a user
interinterface (12) permitting the user to interact with the terminal (10) in response to the spoken
instructions. The user interface may include a microphone (32) and a speech recognition
module (33).